

*Your Development Case Manager:*

*Helping to ensure the review is timely and predictable; coordinated; and that your project gets to a public hearing or permit action.*

The Development Case Manager is one of the key features of the City of Flagstaff's new development-review processing system.

An advocate for processing your project, as well as someone you can always contact in the City to find out your review's progress, the Development Case Manager helps settle disputes between codes and regulations and keeps your project on a predictable review schedule.

Additionally, early in the project review, the Development Case Manager will give you a "road map" of the review process.

This brochure will give you an idea of the role of your Development Case Manager.



For more information, contact us at:

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## Development Case Manager: Your Single Point of Contact

**Ensures Your Project Review Is  
Timely and Predictable**



## FAQs



- **Q: What is the role of the Development Case Manager?**

A: The Development Case Manager ensures that reviews are timely; the review process is predictable; and your project gets to a decision point, whether it is a public hearing, administrative decision, or construction permit issuance. The Development Case Manager does this by having a preliminary review meeting, as well as developing -- and monitoring -- a schedule for both staff reviews and you, the customer.

In addition, the Development Case Manager serves as your single point of contact... you can call your Development Case Manager at any time.

You can still call any member of your review team directly -- they will be able to answer questions concerning plan review on specific items such as International Building Code, stormwater or public improvement requirements -- but the Development Case Manager is always there to handle complex issues and the comprehensive overlapping review.

- **Q: Will the Development Case Manager make sure I can build my project?**

A: No, but he or she will make sure you get to a clear decision point. The Development Case Manager is not a true representative for your project and cannot design it for you. However, he or she will ensure you fully understand what City requirements exist and seek resolution for any issues that arise.

For example, your property may not be able to handle the project you've proposed, due to hillside slope, fire regulations, height limits or other regulations. The Development Case Manager will

make sure you understand the situation in a timely fashion. More importantly, he or she will also ensure that issues are identified early in the process so we can suggest ways to modify your project to comply with regulations.

- **Q: How do I get a Development Case Manager?**

A: You'll be assigned one when you present your project plans to the City. The Development Case Manager will be assigned based on the complexity and type of project.

- **Q: Does this mean I can't call my plan checker individually?**

A: For information or clarification of an individual reviewer's comments, the customer may contact the reviewer directly. Each specialist, from building and engineering to stormwater, will still be available to answer your concerns. The Development Case Manager makes sure communication occurs within the review team, a schedule is established, and complex issues are resolved, such as conflicting code requirements.

The Development Case Manager needs to be included in any discussions that resolve conflicting project-design issues, such as when a redesign of a portion of the project is needed, or involves competing code requirements. His or her job is to keep your project reviews coordinated and predictable.



- **Q: You mean the Development Case Manager is setting a schedule for me to submit my plans? What if I don't meet the schedule that's set?**

A: The Development Case Manager will coordinate the review process and correct the schedule after

consulting with you. If you need to change that schedule, we ask that you contact the Development Case Manager as soon as possible.

If you can't meet your schedule, other dates may change. For example, if you have a public hearing as part of your review and it is postponed, the date for final action on your construction permit could be changed.

- **Q: What do I do if I don't agree with a Development Case Manager's decision?**

A: The Development Case Manager makes technical decisions within the Land Development Code. He or she will ensure that all code specialists work-out an interpretation that provides you with a viable option. It's then up to you to decide whether to proceed.

If an issue arises in your project with which you don't agree, the Development Case Manager is your contact to seek problem resolution. Just notify the Development Case Manager and he or she will take up your concerns with the appropriate staff, up to and including the Development Services Director. The Development Case Manager, however, will still be there to ensure that you get to a decision point.

- **Q: Is the Development Case Manager working for me or the City?**

A: Remember, the Development Case Manager works for the City and is there to ensure your project review proceeds in a timely and predictable fashion. We can't always give you the answer you want -- the City's codes and regulations don't allow everything. So, the answer may be "No, you can't build that," but we will give you an option as to what you may or may not build.

